



## Organic Food Program (OFP) Survey Results 2004

The following describes the total responses to questions on all 2004 Customer Surveys received on or before April 18, 2004. To date, 79 responses have been received. Please note that it was common for applicants not to provide answers to all of the questions. Thus, results might not total 79 responses to each question. Additionally, applicants sometimes provided more than one answer to a question. Thus, results might total more than 79.

1 = Always or Almost Always      2 = Usually      3 = Seldom      4 = Never or Almost Never      N/A = Not Applicable

### Section A. Organic Food Program – Office Information

	N/A	1 Always	2 Usually	3 Seldom	4 Never
1. Application packet includes useful information.	43	31	5	0	
2. The Organic System Plan documents my farming practices.	41	11	2	0	
3. The response to my application is received in a timely manner.	46	26	3	2	
4. The correspondence I receive from the Olympia office is clear and understandable.	43	34	2	0	
5. I would like correspondence from the office to be sent to me electronically.	19	12	13	32	
6. The Olympia office returns phone calls and/or emails in a timely manner.	37	32	4	1	
7. I am satisfied with the overall service I receive from the Olympia office.	44	33	2	0	

### Section B. Inspections

	1 Always	2 Usually	3 Seldom	4 Never
1. The inspection was thorough and complete.	65	11	1	0
2. It is difficult to pass the inspection.	4	6	24	44
3. It would be easy to cheat on the organic standards.	8	10	26	28
4. The inspector was knowledgeable about organic standards.	58	17	1	0
5. The inspections are conducted in a professional and courteous manner.	72	6	0	0
6. The inspector provided helpful information and appropriate resources to access further information.	53	24	0	0
7. Inspection reports are objective, and accurately describe the findings of the inspection.	57	21	0	0
8. Response to the inspection report was received in a timely manner.	43	32	2	0
9. I would like a paper-free (computerized) on-site inspection conducted on my facility.	23	5	12	30

### Section C. International Certification Programs – EOVP/JAS

	1 Always	2 Usually	3 Seldom	4 Never
1. The international inspection services offered are useful to my farming/handling operation.	13	6	3	12
2. I appreciate that the WSDA-OFP is working to enable the export of organic products to the EU and Japan.	41	6	2	5

### Section D. General

	1 Always	2 Usually	3 Seldom	4 Never
1. The services offered by the WSDA-OFP are useful and relevant to my farming/handling operation.	36	26	7	3
2. I would like to see the majority of WSDA-OFP correspondence/services offered electronically.	30	11	8	22
3. The WSDA-OFP adequately addresses the needs unique to direct market farms.	11	15	5	3
3. The value that I receive from organic certification is worth the cost of certification.	29	27	6	2
4. The OFP provides adequate training to educate certified businesses to rules and procedures.	25	29	12	1